

**CLAIMS**

5       1       A method for analysing performance of a target computer system, said method including the steps of: recording performance data from said target computer system; sending said recorded performance data to a remote analyser; said analyser analysing said recorded performance data; said analyser, in response to the content  
10      of said performance data, generating and providing a humanly readable report; and said analyser sending said humanly readable report to at least one of said target computer system and a nominated alternative.

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2       A method, according to claim 1, wherein said humanly readable report comprise observed problems and potential solutions thereto.

20      3       A method, according to claim 1 or claim 2, including the further steps of: said analyser producing an instruction set, for use at said computer system, said instruction set being operative to cause said target computer system automatically to apply said solutions; and said analyser sending said instruction set to said  
25      target computer system.

30      4       A method, according to claim 3, including the step of causing each solution from said instruction set to be applicable to said target computer system conditionally upon approval by an end user.

35      5       A method, according to any one of the preceding claims, wherein said step of said analyser analysing said performance data includes the step of said analyser analysing said performance data with respect to performance data gathered on one or more previous instances of analysis of performance data from said target computer system.

6       A method, according to any one of the preceding claims,  
wherein said target computer system is in addition to a plurality of  
similarly analysed and reported computer systems which are analysed  
5       by said analyser; and wherein said step of said analyser analysing  
said performance data includes the step of said analyser analysing  
said performance data with respect to performance data from one or  
more of said plurality of similarly analysed and reported computer  
systems.

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7       A method, according to claim 6, wherein said one or more of  
said plurality of similarly analysed and reported computer systems  
are similarly configured to said target computer system.

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8       A method, according to any one of the preceding claims,  
wherein said step of said analyser analysing said performance data  
involves the step of said analyser analysing said performance data  
with respect to performance data provided by one or more equipment  
or software manufacturers.

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9       A method, according to any one of the preceding claims,  
wherein said step of said analyser analysing said performance data  
involves the step of said analyser analysing said performance data  
with respect to performance data provided by one or more equipment  
25      or software vendors or suppliers.

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10      A method, according to any one of the preceding claims,  
wherein said step of sending said recorded performance data to said  
remote analyser involves using at least one of the Internet, cable,  
satellite, and private network.

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11      A method, according to any one of the preceding claims,  
wherein said step of sending said humanly readable report back to  
said target computer system, involves using at least one of the  
Internet, cable, satellite, and private network.

12      A method, according to any one of the preceding claims,

including the step of said analyser sending a performance data gathering routine to said target computer system, said performance data gathering routine being operative to gather performance data from said target computer system.

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13 An apparatus for analysis of performance of a target computer system, said apparatus comprising: a remote analyser; receiving means, operative to receive recorded performance data sent from said target computer system to a remote analyser; said analyser being operative to analyse said recorded performance data; said analyser being operative, in response to the content of said performance data, to generate and provide a humanly readable report; and said analyser being operative to send said humanly readable report back to at least one of said target computer system and a nominated alternative.

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14 An apparatus, according to claim 13, wherein said humanly readable report comprise observed problems and potential solutions thereto.

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15 An apparatus, according to claim 13 or claim 14, wherein said analyser is operative to produce an instruction set, for use at said computer system, said instruction set being operative to cause said target computer system automatically to apply said solutions; and said analyser being operative to send said instruction set to said target computer system.

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16 An apparatus, according to claim 15, wherein each solution from said instruction set is applicable to said target computer system conditionally upon approval by an end user.

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17 An apparatus, according to any one of claims 13 to 16, wherein said analyser is operative to analyse said performance data with respect to performance data gathered on one or more previous instances of analysis of performance data from said target computer system.

18 An apparatus, according to any one of claims 13 to 17, wherein said target computer system is in addition to a plurality of similarly analysed and reported computer systems which are analysed by said analyser; and wherein said analyser is operative to analyse  
5 said performance data with respect to performance data from one or more of said plurality of similarly analysed and reported computer systems.

19 An apparatus, according to claim 18, wherein said one or  
10 more of said plurality of similarly analysed and reported computer systems are similarly configured to said target computer system.

20 An apparatus, according to any one of claims 13 to 19, wherein said analyser is operative to analyse said performance data  
15 with respect to performance data provided by one or more equipment or software manufacturers.

21 An apparatus, according to any one of claims 13 to 20, wherein said analyser is operative to analyse said performance data  
20 with respect to performance data provided by one or more equipment or software vendors or suppliers.

22 An apparatus, according to any one of claims 13 to 21, wherein said receiving means is operative to receive said recorded  
25 performance data using at least one of the Internet, cable, satellite, and private network.

23 An apparatus, according to any one of claims 13 to 22, wherein said analyser is operative to send said humanly readable  
30 report back to said target computer system using at least one of the Internet, cable, satellite, and private network.

24 An apparatus, according to any one of claims 13 to 23, wherein said analyser is operative to send a performance data  
35 gathering routine to said target computer system, said performance data gathering routine being operative to gather performance data from said target computer system.

25 An apparatus, according to any one of claims 15 to 24,  
wherein said analyser is operative to send said instruction set back  
to said target computer system using at least one of the Internet,  
5 cable, satellite, and private network.

26 A method, according to any one of claims 3 to 12, including  
the step of said analyser sending said instruction set back to said  
target computer system using at least one of the Internet, cable,  
10 satellite, and private network.

27 A method for analysing performance of a target computer  
system, said method including the steps of: recording performance  
data from said target computer system; sending said recorded  
15 performance data to a remote analyser; said analyser analysing said  
recorded performance data; said analyser, in response to the content  
of said performance data, producing an instruction set, for use at  
said computer system, said instruction set being operative to cause  
said target computer system automatically to apply said solutions;  
20 and said analyser sending said instruction set to said target  
computer system.

28 A method, according to claim 27, including the step of  
causing each solution from said instruction set to be applicable to  
25 said target computer system conditionally upon approval by an end  
user.

29 An apparatus for analysis of performance of a target  
computer system, said apparatus comprising: a remote analyser;  
30 receiving means, operative to receive recorded performance data sent  
from said target computer system to a remote analyser; said analyser  
being operative to analyse said recorded performance data; said  
analyser being operative, in response to the content of said  
performance data, to produce an instruction set, for use at said  
35 computer system, said instruction set being operative to cause said  
target computer system automatically to apply said solutions; and  
said analyser being operative to send said instruction set to said

target computer system.

30           An apparatus, according to claim 29, wherein each  
solution from said instruction set is applicable to said target  
5           computer system conditionally upon approval by an end user.